

# RHODE ISLAND DEPARTMENT OF HEALTH



*~ Safe and Healthy Lives in Safe and Healthy Communities ~*

Office of Drinking Water Quality

## Capacity Development Program Report

*Assisting and Improving Rhode Island's Public Water Systems*

September 2002

## **Introduction**

The mission of the Rhode Island Department of HEALTH is *“to prevent disease and to protect and to promote the health and safety of the people of Rhode Island.”* As a result HEALTH is committed to striving for *“safe and healthy lives in safe and healthy communities”* throughout Rhode Island. An essential aspect of the mission is the efforts of the Office of Drinking Water Quality (DWQ) to ensure the safety of the state’s drinking water. The Office coordinates a number of programs that help to ensure every resident of Rhode Island has safe drinking water at home, school, and work. An important part of this effort is the Capacity Development Program.

In accordance with Section 1420 of the Safe Drinking Water Act (SDWA) as amended in 1996, the Rhode Island Department of HEALTH has developed and implemented the Capacity Development Strategy since August 2000. The Act also, requires that HEALTH submit a report to the Governor and to the public no later than two years after a State develops a Strategy, and every three years thereafter. The report must outline the efficacy of the State’s Capacity Development Strategy and the progress toward improving the capacity of public water systems. Failure to provide this report to the Governor by September 30, 2002 will serve as a basis for withholding of funds by the U. S. Environmental Protection Agency (USEPA).

Under the 1996 Amendments to the SDWA, Capacity Development is a State effort to help drinking water systems improve their finances, management, infrastructure, and operations so they can provide safe drinking water, reliably and cost-effectively. Capacity Development is an important component of the Act’s focus on preventing problems in drinking water. Specifically, the Capacity Development Strategy provides a structure within which state government and water systems can work together to ensure that systems acquire and maintain the technical, financial and managerial capacity needed to achieve the public health objectives of the 1996 SDWA.

For purposes of this Strategy, Capacity means that a Public Water System has the Technical, Managerial, and Financial (TMF) capabilities to consistently comply with statutory and regulatory requirements. Capacity enables the public water system to plan for, achieve, and maintain compliance with State regulations and the National Primary Drinking Water Regulations (NPDWRs). Adequate capability

in all areas is necessary for the successful operation of a public water system. The three major components of capacity identified in the 1996 Safe Drinking Water Act Amendments include:

1. **Technical Capacity** refers to a water system's ability to operate and maintain its infrastructure.
2. **Managerial Capacity** refers to the expertise of the water system's personnel to administer the system's overall operations.
3. **Financial Capacity** refers to the financial resources and fiscal management that support the cost of operating the water system.

This report outlines the progress that the Capacity Development activities have made towards improving the TMF capacity of Rhode Island's public water systems and discusses the efficacy of the Capacity Development Strategy. This report is broken down in the following manner:

- I. Description of Rhode's Island's Capacity Development Program
  1. Overview of strategies/goals
  2. Growing pains: challenges
  3. Overview of improvements
- A. Water System Ranking
  1. Assistance through prioritizing systems
- B. Contracts
  1. Direct Technical Assistance Contracts
    - a. Assistance with Drinking Water State Revolving Fund application (DWSRF)
    - b. Assistance with Consumer Confidence Reports (CCRs)
    - c. Assistance through a Circuit Rider
  2. Contract for General Training
    - a. Assistance with certifying operators
- C. Operator Certification Program
- D. Outreach to Systems
  1. Mailings to water systems
  2. Web site

- II. Assessment of the efficacy of the Program
- III. Looking Ahead
  - A. New initiatives/Program improvement
- IV. Conclusion

Overall, the public water systems in Rhode Island have been successful in striving to achieve and maintain compliance through the efforts of the State's drinking water program. However, there is still much work to do in assisting water systems with achieving TMF capacity on a short-term and long-term basis. There are approximately 481 public water suppliers in Rhode Island that DWQ regulates. This includes not only the major municipal water systems but also many other facilities such as schools, factories, restaurants, and day care centers, that have their own water supplies. Future Capacity Development plans involve a concerted effort to help these systems increase their knowledge and skills in operating their water systems.

### **Description of Rhode Island's Capacity Development Program**

In Rhode Island, Capacity Development can be seen as the tapestry which weaves together HEALTH's drinking water program activities into a focused effort to help troubled public water systems. The Program affords the opportunity to assist the water systems in several ways by utilizing several components of the strategy. The components include:

- Assistance through prioritizing systems
- Assistance with the DWSRF
- Assistance with CCRs
- Assistance through a Circuit Rider
- Assistance with certifying operators
- Assistance with Managerial capacity
- Assistance with Financial capacity
- Assistance through a self-assessment survey

Moreover, the Capacity Development activities have been focused on preventive measures to assist all water systems instead of a focus on enforcement against troubled systems that are already in non-compliance.

The Office of Drinking Water Quality has been quite busy in the last year implementing Capacity Development strategies and planning various future strategies to meet the needs of the water systems throughout Rhode Island. However along the way, there have been some challenges and barriers. Specifically, some of the challenges and barriers encountered at some of the water systems:

- Consumer apathy and public resistance to change
- Water system owner/operator apathy
- Lack of water system management and long range planning
- Lack of trained/certified water system owner/operators
- Water system mistrust of State involvement
- Bureaucratic procedures impeding assistance to water systems
- Limited staff
- Lack of money

The Office of Drinking Water Quality's Capacity Development Program has seen the challenges as an opportunity to address the issues with troubled systems while making good systems into excellent systems. In this report, you will find that the Program has addressed some of the challenges and barriers and will look for new ways to resolve the other imminent issues.

Since the Capacity Development Strategies have been underway, this report will show that there has been improvement in the technical capacity of water systems against the baseline criteria. Early indications of improvement against the baseline can be summarized as follows and in greater detail in the body of this report:

- Several existing systems this year have improved capacity by progressing from a higher priority level to a lower one.
- Capacity Development awareness has increased through water system response from Consumer Confidence Reports (CCRs), Operator Certification, and DWSRF applications & Project Priority Listings.

- Several systems have been approved for DWSRF for infrastructure improvements.
- General training for systems has been implemented to improve the percentage of operators being trained and certified.

Additionally, in the future DWQ anticipates that indication of improvement will be through:

- The New System application process will track new systems receiving an operating license.
- License 2000 expansion will track trends of violations, compliance issues, and operator certification records in a centralized database.
- Public Water System survey results will be compared to the past survey.
- Additional TMF training will be implemented for improved percentage of participation.

In order to diligently tackle water system issues, a Capacity Development Coordinator was hired to: coordinate an integrated effort with all aspects of the drinking water programs; enhance communication efforts with water systems and the public; manage contracts for direct technical assistance; manage contracts for general training; and implement a water system ranking effort.

## Water System Ranking

### Assistance through prioritizing systems

An annual water system ranking is used to prioritize systems for capacity assistance. The following describes the ranking method which assigns each system to one of four priority levels:

**Level One Systems** are systems with sufficient capacity, and where assistance is not recommended. These systems will be monitored to ensure continued compliance with regulations.

**Level Two Systems** are water systems that are presently in compliance, but would benefit from Capacity Development assistance.

**Level Three Systems** are water systems that are not presently in compliance, but can be brought into compliance via Capacity assistance. In general, the SDWA forbids expending money on systems without adequate Capacity, but allows DWSRF funding to assist systems in order to bring them within compliance.

**Level Four Systems** are systems not in compliance that cannot be brought into compliance through Capacity assistance. Enforcement action would be required.

The ranking process focuses on the small systems serving a population under 10,000 that could most benefit from Capacity Development strategies and includes a staff assessment of all the public water systems resulting in assignment of each system to a priority level using the criteria discussed below.

The ranking system does not rate systems from best to worst but rather identifies systems that would benefit most from the capacity development tools we have to offer. Level 3 systems that can be brought into compliance were the highest priority. Level 2 systems that can be advanced to Level 1 with technical or financial assistance were the next highest priority. The staff identified systems in need of TMF assistance by examining the following criteria:

- Compliance data (Significant Non Compliance list (SNC), Sanitary Survey results, and staff knowledge)
- DWSRF data (Application materials, project priority list, disadvantage community status, Intended Use Plan)
- Public Water System data (Consumer Confidence Report (CCR), Source Water Assessment Program (SWAP), Operator Certification, consumer complaints)
- Annual license renewal data

The Office of Drinking Water Quality has found that targeting systems most in need is an important method of focusing our efforts where time, money and effort would be the most effective. Most water systems were assigned to Level 2 and to Level 3. There weren't any Level 4 systems and a number of water systems were assigned to Level 1. The issues facing the Level 2 and 3 systems are being assessed and there will be ongoing assistance to these systems by way of Capacity Development strategies. As measured by this year's water system ranking:

- Several existing systems this year have improved capacity by progressing from a higher priority level to a lower one:
- Improved Ranking

Mohegan Water Association PWSID# 1559519 Hemlock Estates PWSID# 2943224 Prudence Island Utility Corporation PWSID# 159202 North Smithfield Elementary School PWSID# 1900026 Alpine Country Club PWSID# 2051719
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These systems made improvements and achieved compliance by: replacing malfunctioning equipment, installing new storage tanks, and resolving lead/copper issues. Technical assistance through the Capacity Development Program was the major factor in these improvements.

## Contracts

The Office of Drinking Water Quality has several contracts that assist the water systems through on-site one on one technical training and general training. There has been success through these contracts in assisting water systems to be pro-active in maintaining compliance and preventing non-compliance. Several water systems have made improvements and progress through technical assistance efforts. Two small systems, in particular, Mohegan Water Association and Nasonville Water Company have established a collaborative effort in utilizing a certified operator and utilizing a larger system to assist with water system operation and management.

### *Contracts for Direct Technical Assistance*

There are three contracts for direct technical assistance. They include: outreach to encourage use of the Drinking Water State Revolving Fund (DWSRF), preparation of Consumer Confidence Reports (CCRs), and a Circuit Rider to troubleshoot targeted water systems.

These contracts have provided the necessary assistance that the system operators need to maintain and improve the overall capacity of their systems. The focus of attention has been on the water systems serving populations under 3,300. They make up approximately three quarters of the public water systems in Rhode Island. These water systems face many challenges with limited resources including lack of trained operators and money, unlike the large systems, who have greater resources such as trained managers and operators, money, and more staff. These contracts have not only helped water systems achieve compliance but they have increased overall:

- communication with the water systems to troubleshoot issues before compliance issues occur
- internal staff communication to coordinate efforts to assist systems and to resolve issues in a timely manner



### Assistance with the DWSRF

This past year, the contract for outreach to encourage use of the DWSRF began to build momentum. ASRWWA visited and mailed materials to 110 small water systems regarding assistance with applying for DWSRF and providing the assistance in completing the application process. The Office of Drinking Water Quality received confirmations from several public water systems of their intent to finance projects and there are 3 ongoing projects soon to be completed. The current list contains projects ranging in size from a \$70,000,000 transmission and distribution system relining/replacement to a \$19,500 Clean Water Infrastructure Plan for a small water system.

➤ Several systems approved for DWSRF financed infrastructure improvements:

Providence Water PWSID# 1592024 Camp Jori PWSID#2980199 Woonsocket Water PWSID#1559518 Kingston Water PWSID#1858421 Smithfield Water PWSID#1615616 Pascoag Fire District PWSID#1592020
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This fall, Atlantic States Rural Water and Wastewater Association (ASRWWA) will be conducting informational meetings around the State to inform water systems of the DWSRF and to offer assistance with the application process. They developed a DWSRF brochure for distribution to the water systems and they also mail a quarterly newsletter to the water systems with updates and information regarding the DWSRF.

### Assistance with the Consumer Confidence Reports

The contract for assisting small systems with preparing their CCRs was also administered by ASRWWA. ASRWWA in collaboration with the Office of Drinking Water Quality successfully completed the writing for sixty-seven CCRs for the small community water systems in Rhode Island. They did an extensive follow-up via e-mail, phone, or fax and a survey to make sure that the water systems properly distributed the CCRs in a timely manner.

- The following summarizes water system assistance with the CCRs:

67 small community water systems received guidance and assistance in producing their CCRs. A system survey was taken that focused on the effectiveness and usefulness of the assistance, 40 out of the 67 responses stated that the assistance afforded them the opportunity to be aware of technical, managerial, and technical issues concerning their water systems.

#### Assistance through a Circuit Rider

Over the past year, a Circuit Rider has been collaborating with the internal staff to: target specific systems with lead and copper problems, conduct on-site visits after inspections and/or violations, as well as focus on the systems that have a history of significant non-compliance, and the very small water systems, i.e. trailer parks. To date, the Circuit Rider has conducted approximately 140 on-site visits. We have found that the Circuit Rider's assistance has enabled systems to improve their capacity as seen through the water system ranking.

Concurrently, ASRWWA and the Office of Drinking Water Quality have been discussing efforts that involve the financial and managerial aspects of Capacity Development, as well as more technical training to assist the water systems in long range planning. Specifically, ASRWWA will be assisting small water systems in:

- developing association by-laws
- setting up non-profit water system associations
- preparing a water system budget and constructing a model rate structure
- developing a model water district charter

#### *Contracts for General Training*

#### Assistance with certifying operators

The contract with New England Water Works Association (NEWWA) provides general training classes to prepare water system operators for the operator certification exam. In consultation with the Office of Drinking Water Quality, NEWWA has developed and held two classes annually in various locations in Rhode Island that are easily accessible to the water systems. These classes, based on the California State University drinking water operator training course, are designed to assist small water

system operators in building essential knowledge and key skills, as well as preparing them for the Rhode Island Drinking Water Operators Certification Examination. In addition, throughout the year, NEWWA has conducted other courses that focused on the specific needs of the systems in the areas of water system maintenance and operations. These classes allow operators to maintain their certification through obtaining Continuing Education Units (CEUs) and Training Contact Hours (TCHs). NEWWA has developed, organized, and advertised these training classes through mass mailing of a brochure and/or flyer and phone solicitation. At the end of each training class, the operators are asked to complete a training assessment questionnaire that focuses on the class content, the effectiveness of the instructor's presentation of the materials, and how the training course can be improved. The results of the questionnaire has helped in determining the needs of the operators. They suggested that certain subjects should be stressed more than others and a shorter class time should be considered.

On average, 20-25 operators participated in each course; 432 hours of training was received; and 60 operators have passed the exam since the training started.

➤ The following summarizes technical training courses.

Operator Certification Exam Preparation Class	Annually Spring and Fall
Identifying and Correcting Sanitary Deficiencies	Fall/Winter 2001
Sound Procedures for Small Water System	Fall/Winter 2001
Drinking Water Quality Sampling	
Pumps and Pumping Overview	Spring 2002
Nurturing Your Chemical Feed Pumps	Spring 2002
Basic Electricity and Electrical Safety Overview	Spring 2002

### Operator Certification Program

The primary impact of the operator certification requirement on capacity development is the training needed to pass the initial examination, as well as the continuing education requirements needed for renewal. While emphasizing technical material over managerial and financial, the testing and renewal requirements do much to improve and document professionalism of the water system operators within Rhode Island.

Since the new operator certification requirements came into effect, the program has achieved 95% compliance for the smaller water systems. With the assistance of the Circuit Riders' on-site visits to the

systems in combination with the technical assistance courses, there are 425 operators who have been certified and trained to operate their systems in compliance.

### Outreach to Systems

In addition to providing assistance to the water systems through contracts, the Capacity Development Program has been striving to enhance communication between the water systems and the Office of Drinking Water Quality through various ways. We have found that systems that are in communication with the Office have: a lower rate of non-compliance issues, more likely to have competent and trained owners and operators, and are more likely to pursue and complete system improvements.

The Capacity Development Program has done several mass mailings to all the water systems to inform or update them on: any regulatory issues, emergency procedures for hurricanes, upcoming training courses being offered, and upcoming annual water association conferences. There are plans in the future to produce a quarterly newsletter from the Office of Drinking Water Quality's Capacity Development Program designed to educate and raise awareness of drinking water issues geared towards TMF tips, as well as regulatory forecasts that would be helpful to small water system owners/operators. Several articles have already been published in the Rhode Island Water Works Association newsletter that highlighted the drinking water program, upcoming rules and regulations, and contact names of the staff relating to various drinking water issues. Also, the Office of Drinking Water Quality has collaborated with the RI Water Resources Board and the RI Water Works Association to produce radio messages throughout the summer that informed the public of water quality issues as well as water conservation.

The Capacity Development Program has established a web presence through the Rhode Island Department of HEALTH web site, [www.health.state.ri.us](http://www.health.state.ri.us). Information regarding the Capacity Development Program can be accessed through a link on the Office of Drinking Water Quality web page.

### **Assessment of the efficiency of the Program**

Thus far, this report has outlined, described and reported on the activities of the Capacity Development. This section discusses the effectiveness of the Program. The Program has made strides in several areas. In some cases, however, it is too early in the Program initiatives to measure the effectiveness against the baseline since the activities have just begun to build momentum. In observing the outcome of

the activities, it is evident that improvements have been made through the assistance of the Program in the following manner:

✓ Water system ranking

**Current status:** Clearly, we have seen major improvements in 5 systems that were discussed previously. Some systems have not only made significant improvements but they have been able to meet and exceed the compliance requirements for the past year.

**Observations:** The Program has focused a concerted effort on assisting troubled water systems and continuing the assistance so that the system won't fall prey to repeat non-compliance issues. Two out of the five systems have had repeat non-compliance issues. To date, these systems have resolved their capacity and compliance issues.

✓ Direct technical assistance

**Current Status:** DWSRF - Improvements have been made in assisting systems with infrastructure improvements through the DWSRF. Six systems have been approved to start projects and several more are in the process of going through the application process. There are three projects soon to be completed.

**Observations:** The application process can be arduous especially for the small systems, who historically have trouble completing the process. However, with the assistance of the Program three small systems have been approved for improvements. We are certain that the upcoming DWSRF informational meetings will increase awareness of the Program so more systems will have the opportunity to receive assistance.

**Current Status:** CCR – For the past two years, approximately 67 small water systems have received assistance with producing their CCRs. Year one, ten out of the 67 systems were in violation of the requirements. Year two, six out of the 67 systems were in violation of the requirement.

**Observations:** We found that not only have systems made improvements in meeting the requirements but the Program has made the systems aware of capacity issues concerning their systems. For the first time this year, a system survey was taken that focused on the effectiveness of the assistance. 40 out of the 67 responses stated that the assistance afforded them the opportunity to be aware of the TMF issues concerning their systems.

Current Status: Circuit Rider – The Circuit Rider has been visiting 20-25 targeted systems monthly. He has provided technical guidance and assistance that has resulted in short-term improvements to the capacity of the systems.

Observations: Overall, we are still evaluating the progress of the Circuit Rider activities. Presently, he has been working closely with the DWQ staff to resolve lead and copper non-compliance issues. As a result of the Circuit Rider assistance, five systems are in compliance with lead and copper requirements.

✓ General Training

Current Status: NEWWA courses – On average, NEWWA courses have 20-25 operators in attendance. Half of the operators that attend the courses are from small water systems. To date, 60 operators who attended the Operator Certification Preparatory Exam Course passed the exam.

Observations: The operators that have taken the courses have completed a training assessment questionnaire at the end of the course. From the questionnaire, we have found that the NEWWA courses are helpful and necessary to assist operators. Our intent is to continue the courses annually and to collaborate with NEWWA to increase the course participation.

✓ Financial and Managerial Training:

Current Status: Presently, financial and managerial training are not being conducted. NEWWA will be offering several courses over the year that address financial and managerial capacity issues. ASRWWA will be assisting water systems with developing by-laws and water system budgets.

Observations: We have found that Non-community water systems are wary of sharing financial information with the state, and distrust new programs that are not based on regulations. New programs in these two areas will need to be offered through existing technical assistance providers that have gained the trust of the water suppliers.

Even though, the Capacity Development Program has made some strides in improving the capacity of water systems, we have found that there are still gaps and room for improvement. This was made very apparent during the past year in Pascoag, RI.

Last fall, wells at the Pascoag Water District, a small community water supplier, were found to be contaminated by MTBE, a gasoline additive. The contamination was devastating to the citizens of Burrillville because of the possible health risks and proved to involve an arduous clean-up effort which

lasted several months. The response to this incident involved several state governmental agencies working with the water supplier to resolve the short-term issue and recommend long-term solutions.

Since this incident, the Governor developed a water protection Task Force in recognition of the need of the state to assist small water systems that have problems beyond their capacity to handle as with the MTBE contamination in Pascoag. The Task Force has not yet produced a final report but recommendations are expected to include legislative actions to address mergers and funding for emergency response. It is anticipated that merger legislation, should it be passed by our legislature, will be incorporated into the Capacity Development Program.

## **Looking Ahead**

The following summarizes the new initiatives and program improvements:

### **◆ *Capacity Development Strategy Revisions***

Recently, DWQ made several revisions to the Capacity Development Strategy to include a more comprehensive approach to resolving water quality issues. The revisions include: gathering public water system data with regard to adequacy of supply, and redundancy of infrastructure and supply. The data will be used as the criteria for prioritizing the needs of public water systems. In addition, contingency planning will be addressed by utilizing water supply studies. This project is twofold in that it seeks to identify potential water supplies that could be used during a water shortage and it seeks to encourage the diversification and development of alternate water supplies during a natural disaster or act of terrorism.

### **◆ *Voucher System Program***

NEWWA and the Office of Drinking Water Quality have been working on a contract that would supplement the fees for training courses through a voucher system. The voucher system will encourage more operator participation in training courses by offering the courses free of charge and will also allow us to direct operators into training that we perceive especially helpful to their circumstances. These courses will allow operators to obtain continuing education credits to maintain operator certification. In addition, NEWWA will conduct several classes throughout the year focusing in on topics such as, Facility Planning & Assessment, Managing a Small Water System, and Distribution Operation and Protection.

◆ *Operator Certification Reimbursement Grant*

There are approximately 425 certified operators in Rhode Island. The Office of Drinking Water Quality looks forward to providing further assistance to the operators through the recently, EPA approved Operator Certification Training Reimbursement Program. The Office is planning to offer the operator certification exam more often throughout the year to help operators comply with the requirements. In addition, the Office is in the process of planning for the Operator Certification Expense Reimbursement Grant that will allow the Office to provide comprehensive and very low cost training opportunities to operators of community and non-transient non-community water systems serving 3,300 persons or fewer.

◆ *Community Outreach*

The Office of Drinking Water Quality has finalized a contract with the University of Rhode Island Cooperative Extension (URI CE) to focus on a comprehensive municipal and community outreach effort. This is a multifaceted contract that will involve municipal capacity training and public outreach. URI CE in collaboration with the Office of Drinking Water Quality, has developed a menu of educational programs for local officials, water suppliers and residents. Several workshops will be conducted linking together the results of the source water assessments and land use to the importance of water quality to educate municipal officials regarding their town's water systems. In addition, URI CE will develop and distribute fact sheets regarding drinking water issues of importance to the public, water suppliers and the public via mail, workshops, and their web site.

◆ *Water system web pages*

Water systems and/or the public can either send electronic messages to the Capacity Development e-mail address, [Safewater@doh.state.ri.us](mailto:Safewater@doh.state.ri.us) or to the Capacity Development Coordinator. The hope is that in the near future extensive communication with the water systems can occur via e-mail as a database of the water systems e-mail address is being developed over the next several months. In addition, DWQ has created web pages for each community water system on a HEALTH server. Each web page has information about the water system such as, demographic information, public meetings, a posting of all CCRs, and useful drinking water links. This is an exciting venture because it will allow the water systems to post information on their web page for the public and it will further enhance the communication between the water system and the Office of Drinking Water Quality. The Capacity Development Program is assisting the Office of



Health Communication in planning to incorporate GIS functionality into the HEALTH web site and ultimately make it available to water system operators and consumers. This will allow the water system owners/operators and municipal officials to expand and improve their knowledge in operating their water systems.

◆ *Water system guidance manual*

To help systems maintain and achieve compliance, the Capacity Development Program is in the process of creating a small system guidance/manual that will be useful tool to the owner/operator. This guidance, with ongoing updates, will contain pertinent information including: the state of Rhode Island Rules and Regulations Pertaining To Public Drinking Water, Office of Drinking Water Quality contact list, fact sheets on rule and regulations, and technical, managerial, financial information.

◆ *Water system self-assessment survey*

This fall, the Capacity Development Program plans to mail all the water systems a TMF survey/self-assessment questionnaire to gather information about the water systems to assess their needs so that the Office may provide the necessary assistance. This will be an updated version of the first self-assessment questionnaire which the Office expects will provide more specific information with respect to the needs of the water systems. Eventually, the TMF self-assessment will be incorporated into the sanitary survey allowing for continuity of information to aid in the assessment of the water system needs.

## **Conclusion**

This report has summarized the Capacity Development efforts, the efficiency of the program, and the progress towards improving the TMF capacity of Rhode Island's public water systems. Overall, the Capacity Development Program along with the other drinking water programs have helped the water systems in Rhode Island maintain a very good record in providing high-quality safe drinking water. The State is not only looking forward to achieving the fundamental goals of the Program but to look at utilizing the Program to cover broader based issues as they relate to water system capacity.

